

District of Columbia Labor-Management Partnership Council Initiative

Customer Service & Employee Morale Agency Intake

The LMPC Co-Chairs have identified Customer Service and Employee Morale as two areas for City-wide focus. The goal is to collaboratively work together, as partners, to improve the quality of customer service and the level of employee morale throughout the District government and among the various labor organizations representing District government employees. The Co-Chairs believe that the District government, employees and residents will benefit from improvements in these two areas, which are also consistent with the Mayor's goal of creating "One City" and Labor's goal in fostering a workforce where every employee is a valued stakeholder contributing to the mission and goals of their agencies.

This short questionnaire will serve as the framework for developing a District-wide strategy, while focusing on the uniqueness of each agency, to improve in these two areas in every agency and labor organization. In order to assist in identifying areas for improvement in these two areas in each agency and how other agencies can benefit from best practices of some agencies, it is important that you answer candidly, reflecting the current state of these two areas in your agency as you've experienced them.

Thank you very much for your time and support of the DC LMPC.

Please respond to the following questions about customer service in your agency/union.

Customer Service

1. What does customer service mean to you?
2. Who are your customers? (internal and external customers)
3. What does customer service look like in your agency/union?
4. What is the current state of customer service (e.g., quality, satisfaction or complaints) in your agency/union?
5. How can customer service be improved in your agency/union?
6. What ideas do you have for enhancing the current state of customer service in your agency/union?

- I. Please respond to the following questions about employee morale in your agency/union.

Employee Morale

1. What does employee morale mean to you?
2. Who should be considered in evaluating employee morale in your agency/union?
3. How would you rate the morale of employees in your agency/union?
4. How can employee morale improved in your agency/union?
5. What ideas do you have for enhancing employee morale in your agency/union?